

***Remarks***

Reconsideration of this Application is respectfully requested.

Upon entry of the foregoing amendment, claims 3-28 are pending in the application, with claims 3 and 15 being the independent claims. Claims 3 and 15 have been amended to better clarify the subject matter recited therein. New claims 27 and 28 are sought to be added. These changes are believed to introduce no new matter, and their entry is respectfully requested.

Based on the following remarks, Applicants respectfully request that the Examiner reconsider all outstanding objections and rejections and that they be withdrawn.

***Rejections under 35 U.S.C. § 102(e)***

The Examiner has rejected claim 3-5, 9, 11-17, 21 and 23-26 under 35 U.S.C. § 102(e) as being anticipated by U.S. Patent No. 6,490,564 to Dodrill *et al.* ("Dodrill"). Applicants have carefully considered the Examiner's remarks but, for the reasons set forth below, respectfully traverse.

Dodrill is directed to a system that enables voice applications to be defined and processed on an Internet Protocol (IP) network. *See* Dodrill, col. 4, ll. 54-57. The executable voice applications are defined exclusively using extensible markup language (XML) rather than a programming language. Dodrill, col. 5, ll. 14-18, col. 5, l. 63-col. 6, l. 3. In particular, a web programmer uses a browser-based XML editor tool 94 to design voice applications in the form of XML documents. Dodrill, col. 9, ll. 32-34. An

application server 66 is programmed to treat the XML documents as "executable" applications, and executes them in response to HTML requests from a user. Dodrill, col. 9, l. 66-col. 10, l. 9.

In contrast, independent claim 3, as currently amended, is directed to a method for providing an interactive voice response service that includes:

selecting a script composed in accordance with a language for scripting interactive voice response services and having embedded therein an element of a high-level programming language;

processing the script, wherein processing the script includes executing the element of the high-level programming language to dynamically generate a script fragment composed in accordance with the language for scripting interactive voice response services and replacing the element of the high-level programming language with the generated script fragment to provide a processed script; and

interpreting the processed script to generate a voice response.

Dodrill does not teach or suggest each of the foregoing features. For example, Dodrill does not teach "selecting a script composed in accordance with a language for scripting interactive voice response services *and having embedded therein an element of a high-level programming language.*" (Emphasis added). Rather, Dodrill teaches the use of a markup language *only* (i.e., XML) for defining voice applications. In fact, Dodrill specifically teaches the avoidance of using programming languages for defining voice applications:

[T]he use of XML documents in defining executable voice applications [in the disclosed embodiment] enables use of open standards that permits web programmers to use forms-based web programming techniques to design and implement voice telephone applications, *without the necessity of programming using conventional programming languages.*

Dodrill, col. 7, ll. 31-35 (emphasis added). According to Dodrill, the use of high level programming languages is to be avoided because that would require programming language experience:

Hence, web based voice applications can now be developed using open-source XML document development tools such as forms-based document development systems, *as opposed to development environments that require compiling applications written in programming languages such as C, C++, PERL, Java, etc.* Hence, voice enabled web [applications] can now be developed by individuals without the necessity of programming language experience.

Dodrill, col. 5, l. 63-col. 6, l. 3 (emphasis added).

Thus, since Dodrill teaches the exclusive use of a markup language and the avoidance of programming languages to define voice applications, it cannot teach or suggest "selecting a script composed in accordance with a language for scripting interactive voice response services *and having embedded therein an element of a high-level programming language*" as recited in claim 3.

The Examiner has asserted that FIG. 6 of Dodrill, which illustrates a web page 190 generated by Dodrill's application server 66, teaches the foregoing element. In particular, the Examiner states that the prompt list 204 within web page 190 is a script composed "in accordance with a language for scripting interactive voice response services" and that standard embed tag 200 within web page 190 is "an element of a high-level programming language" as recited in claim 3. However, as stated by Dodrill, embed tag 200 is a standard hypertext markup language (HTML) tag. Dodrill, col. 12, ll. 55-60. HTML is a markup language, *not* a programming language. This is a distinction that is strongly emphasized by Dodrill, which seeks to avoid the use of programming languages. Moreover, embed tag 200 is not "embedded within" XML prompt list 204, but instead precedes and is executed independently of the XML prompt list 204.

Since Dodrill does not teach or suggest each and every feature of claim 3 as demonstrated above, it cannot anticipate that claim. Accordingly, the Examiner's rejection of claim 3 under 35 U.S.C. § 102(e) is traversed and Applicants respectfully request that the rejection be withdrawn. Furthermore, dependent claims 4-5, 9 and 11-14 are also not anticipated by Dodrill for at least the same reasons as independent claim 3 from which they depend and further in view of their own respective features. Accordingly, the Examiner's rejection of claims 4-5, 9 and 11-14 under 35 U.S.C. § 102(e) is also traversed and Applicants respectfully request that the rejection be withdrawn.

Independent claim 15, as currently amended, is directed to an interactive voice interface that includes:

an application program adapted to select and process a script wherein the script is composed in accordance with a language for scripting interactive voice response services and has embedded therein an element of a high-level programming language and wherein processing the script includes executing the element of the high-level programming language to dynamically generate a script fragment composed in accordance with the language for scripting interactive voice services and replacing the element of the high-level programming language with the generated script fragment to generate a processed script; and

an interpreter adapted to interpret the processed script to generate a voice response.

Dodrill does not teach or suggest each of the foregoing features. For example, Dodrill does not teach "an application program adapted to select and process a script wherein the script is composed in accordance with a language for scripting interactive voice response services *and has embedded therein an element of a high-level programming language . . .*" (Emphasis added). Rather, as noted above Dodrill

teaches the use of a markup language *only* (i.e., XML) and teaches the avoidance of programming languages for defining voice applications.

Since Dodrill does not teach or suggest each and every feature of claim 15 as demonstrated above, it cannot anticipate that claim. Accordingly, the Examiner's rejection of claim 15 under 35 U.S.C. § 102(e) is traversed and Applicants respectfully request that the rejection be withdrawn. Furthermore, dependent claims 16, 17, 21 and 23-26 are also not anticipated by Dodrill for at least the same reasons as independent claim 15 from which they depend and further in view of their own respective features. Accordingly, the Examiner's rejection of claims 16, 17, 21 and 23-26 under 35 U.S.C. § 102(e) is also traversed and Applicants respectfully request that the rejection be withdrawn.

***Rejections under 35 U.S.C. § 103***

The Examiner has rejected claims 6 and 18 under 35 U.S.C. § 103(a) as being unpatentable over Dodrill in view of U.S. Patent No. 6,463,461 to Hanson *et al.* ("Hanson"). Applicants have carefully considered the Examiner's remarks but, for the reasons set forth below, respectfully traverse.

Hanson is directed to a system for the dynamic distribution of content among a group of participants connected to a network. Consequently, Hanson discusses a mechanism for distributing data over a network and does not discuss methods for providing an interactive voice response service or an interactive voice interface as recited in claims 3 and 15 respectively. Thus, like Dodrill, Hanson does not teach or suggest "selecting a script composed in accordance with a language for scripting interactive

voice response services and having embedded therein an element of a high-level programming language" as recited in claim 3 or "an application program adapted to select and process a script wherein the script is composed in accordance with a language for scripting interactive voice response services and has embedded therein an element of a high-level programming language" as recited in claim 15.

Since neither Dodrill nor Hanson teach or suggest these claimed features, the combination of these two references cannot support a prima facie obviousness rejection of independent claims 3 or 15. Consequently, dependent claims 6 and 18 are also not rendered obvious by this combination for at least the same reasons as the independent claims from which they depend and further in view of their own respective features. Accordingly, the Examiner's rejection of claims 6 and 18 under 35 U.S.C. § 103(a) is traversed and Applicants respectfully request that the rejection be withdrawn.

The Examiner has rejected claims 7, 8, 19 and 20 under 35 U.S.C. § 103(a) as being unpatentable over Dodrill in view of U.S. Patent No. 6,263,051 to Saylor *et al.* ("Saylor"). Applicants have carefully considered the Examiner's remarks but, for the reasons set forth below, respectfully traverse.

Saylor is directed to a centralized voice service bureau that receives call requests via the Internet and processes the request to deliver personalized information in real-time via natural language voice communication to a voice-enabled terminal device. Saylor's system includes a module that formats output into a markup language called TML, a language based on XML, that is suitable for use with an interactive voice broadcasting system. However, like Dodrill, Saylor does not teach or suggest "selecting a script composed in accordance with a language for scripting interactive voice response services and having embedded therein an element of a high-level programming language" as

recited in claim 3 or "an application program adapted to select and process a script wherein the script is composed in accordance with a language for scripting interactive voice response services and has embedded therein an element of a high-level programming language" as recited in claim 15.

Since neither Dodrill nor Saylor teach or suggest these claimed features, the combination of these two references cannot support a *prima facie* obviousness rejection of independent claims 3 or 15. Consequently, dependent claims 7, 8, 19 and 20 are also not rendered obvious by this combination for at least the same reasons as the independent claims from which they depend and further in view of their own respective features. Accordingly, the Examiner's rejection of claims 7, 8, 19 and 20 under 35 U.S.C. § 103(a) is traversed and Applicants respectfully request that the rejection be withdrawn.

The Examiner has rejected claims 10 and 22 under 35 U.S.C. § 103(a) as being unpatentable over Dodrill in view of U.S. Patent No. 6,144,938 to Surace *et al.* ("Surace"). Applicants have carefully considered the Examiner's remarks but, for the reasons set forth below, respectfully traverse.

Surace teaches a voice user interface with personality. However, like Dodrill, it does not teach or suggest "selecting a script composed in accordance with a language for scripting interactive voice response services and having embedded therein an element of a high-level programming language" as recited in claim 3 or "an application program adapted to select and process a script wherein the script is composed in accordance with a language for scripting interactive voice response services and has embedded therein an element of a high-level programming language" as recited in claim 15.

Since neither Dodrill nor Surace teach or suggest these claimed features, the combination of these two references cannot support a prima facie obviousness rejection of independent claims 3 or 15. Consequently, dependent claims 10 and 22 are also not rendered obvious by this combination for at least the same reasons as the independent claims from which they depend and further in view of their own respective features. Accordingly, the Examiner's rejection of claims 10 and 22 under 35 U.S.C. § 103(a) is traversed and Applicants respectfully request that the rejection be withdrawn.

#### ***New Claims***

New dependent claims 27 and 28 have been added. Claim 27 depends from independent 3, which is patentable over the prior art of record for the reasons set forth above. Consequently, Applicants respectfully submit that dependent claim 27 is patentable for at least the same reasons as independent claim 3 and further in view of its own features. Claim 28 depends from independent claim 15, which is patentable over the prior art of record for the reasons set forth above. Consequently, Applicants respectfully submit that dependent claim 28 is patentable for at least the same reasons as independent claim 15 and further in view of its own features.

#### ***Conclusion***

All of the stated grounds of objection and rejection have been properly traversed, accommodated, or rendered moot. Applicants therefore respectfully request that the Examiner reconsider all presently outstanding objections and rejections and that they be withdrawn. Applicants believe that a full and complete reply has been made to the

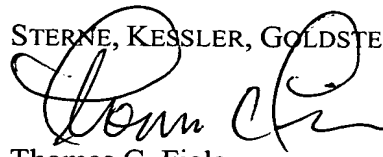


outstanding Office Action and, as such, the present application is in condition for allowance. If the Examiner believes, for any reason, that personal communication will expedite prosecution of this application, the Examiner is invited to telephone the undersigned at the number provided.

Prompt and favorable consideration of this Amendment and Reply is respectfully requested.

Respectfully submitted,

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